

Survey of Children's Parents and Teenage Members

The Consumer Assessment of Healthcare Providers and Systems, or CAHPS, survey is administered to a sample of members each year. The survey is conducted by an independent research firm hired by each MCE that is certified by the National Committee for Quality Assurance (NCQA). Therefore, Indiana's MCE's rankings shown below compare how they did to other Medicaid health plans nationally who use the CAHPS survey. One survey instrument is specific to children and one is specific to adults. The results shown below are from the Child Survey administered.

What is asked on the survey?

What was the member's feedback about the MCE on these questions?

Results shown are from CAHPS 2019 (which asks about impressions from CY18).

Composite Ratings

Members are asked to give a rating of 1 to 10 on the survey (a 10 is the best score).

The percentages shown are the percent of members who gave the MCE a score of 8, 9 or 10.

	Hoosier Healthwise				Hoosier Care Connect	
	Anthem	CareSource	MDwise	MHS	Anthem	MHS
Rating of the health plan (the MCE)	88.57%	84.1%	83.3%	89%	84.56%	83%
Rating of their own health care	88.38%	87.2%	86.1%	89%	85.98%	87%
Rating of their personal doctor	87.87%	87.9%	88.8%	90%	86.20%	88%
Rating of specialist seen most often	88.03%	84.0%	92.5%	87%	87.82%	86%

Composite Scores on Key Measures

Members are asked questions on items important to the MCE's delivery of services.

For each question, members can answer "Always", "Usually", "Sometimes" or "Never".

The percentages shown are the percent of members who responded "Always" or "Usually".

Customer Service provided by the MCE	84.76%	91.0%	87.7%	89%	88.16%	88%
Getting Needed Care	83.74%	84.4%	84.2%	88%	84.97%	88%
Getting Care Quickly	90.92%	88.7%	92.2%	93%	92.26%	94%
How Well Doctors Communicate	94.13%	93.7%	95.2%	96%	93.38%	93%

The arrow to the right of the result indicates if the MCE had a meaningful improvement or reduction in its rate from the prior year.

If there is no arrow, then the change from the prior year was not meaningful.

There are no arrows for CareSource since the MCE's contract began in CY 2018 and this is their first CAHPS reporting year.

Each MCE's result is coded based comparisons to Medicaid health plans nationally.

	Below the 25th percentile nationally
	Above the 25th percentile but below the 50th percentile nationally
	Above the 50th percentile but below the 75th percentile nationally
	Above the 75th percentile but below the 90th percentile nationally
	Above the 90th percentile nationally